



City of Austin - JOB DESCRIPTION



Austin Water Utility Dispatcher

FLSA:	Standard/Non-Exempt	EEO Category:	(60) Admin/Supp
Class Code:	13022	Salary Grade:	GD1
Approved:	January 16, 2009	Last Revised:	December 17, 2009

Purpose:

Under general supervision, responsible for all Austin Water Utility dispatch services to field service personnel, fielding customer questions, complaints, and billing inquiries with the highest degree of courtesy and professionalism to resolve customer issues. May provide technical advice and support to Customer Service, 3-1-1, and the public.

Duties, Functions and Responsibilities:

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

1. Dispatches service and trouble calls to field service personnel, ensures calls are dispatched correctly and on time, logs customer complaints and prepares work orders, and provides back up support to Customer Service Representatives.
2. Notifies Austin Water executives and other city departments of water outages, main breaks, or out of service fire hydrants or street cuts
3. Operates 2-way radio/pager to provide technical advice and assistance to field personnel in accordance with FCC rules and regulations
4. Compiles, records, and updates service orders for follow-up and verifies customer account and active services using various databases and software applications.
5. Interprets Water/Wastewater profiles and blueprints to conduct research on previous work completed.
6. Assists Watershed Protection with WERE program,
7. Monitors security cameras and notifies APD of suspicious activity.
8. Logs customer complaints, creates services requests, and routes calls to appropriate department

Responsibilities - Supervisor and/or Leadership Exercised:

May provide leadership, work assignments, training or guidance to others

Knowledge, Skills, and Abilities:

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Knowledge of basic radio codes and operations of the dispatch console.

Knowledge of procedures involved in dispatching customer services.

Knowledge of good customer relations practices.

Knowledge of streets and highways in Austin/Travis county area.

Skill in the operation of communications equipment.

Skill in oral and written communication.

Skill in handling multiple tasks and prioritizing.

Skill in handling conflict and uncertain situations.

Ability to work with frequent interruptions and changes in priorities.

Ability to train others.

Ability to establish and maintain effective communication and working relationships with city employees and the public.

Minimum Qualifications:

Graduation from High School or equivalent, plus three (3) years experience in dispatching field service crews, billing, or customer service.

Licenses and Certifications Required:

None.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.